

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SANDRA K. HISER

COMPLAINANT

v.

LOUISVILLE GAS & ELECTRIC COMPANY

DEFENDANT

CASE NO. 95-316

ORDER TO SATISFY OR ANSWER


Louisville Gas & Electric Company ("LG&E") is hereby notified that it has been named as defendant in a formal complaint filed on July 19, 1995, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, LG&E is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 28th day of July, 1995.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman

ATTEST:


Executive Director


Commissioner

RJ

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

JUL 19 1995

PUBLIC SERVICE
COMMISSION

In the Matter of:

Sandra K. Hiser
(Your Full Name)

COMPLAINANT

VS.

SEI
(Name of Utility)

DEFENDANT

95-316

COMPLAINT

The complaint of Sandra K. Hiser respectfully shows:
(Your Full Name)

(a) Sandra K. Hiser
(Your Full Name)

6809 Stonehill Rd Lou., Ky 40214
(Your Address)

(b) SEI
(Name of Utility)

P.O. Box 32000 Lou., Ky 40232
(Address of Utility)

(c) That: On 4-13-94 - Sandra Hiser
(Describe here, attaching additional sheets if

Applied for service - At 6809
necessary, the specific act, fully and clearly, or facts
Stonehill Rd - WAS informed
that are the reason and basis for the complaint.)

On 5/26/94 After Service

Sandra Miller vs ETC
(Your Name)

(Utility Name)

Page 2

was turned off. That the
had taken previous customers
that bill and place it on my
new account 2919.44, I have
been trying to get this
removed from my bill for
over 1 year! (See BACK of this
page)

Wherefore, complainant asks

ETC

(Specifically state the

relief desired.)
TO TAKE 2919.44 OFF

my bill, ALSO ALL LATE
charges & Re-conned charges
I do not owe IT.

Dated at

Lou
(Your city)

Kentucky, this 12 day

of

Jul
(Month)

1995

Sandra K Nisa
(Your Signature)

(Name and address of attorney, if any)

I have paid thousands of
dollars since 4/13/94, my
Elect has been turned
off at least 5 times.
I have been verbally
harassed by - the L & E
employees I had to deal with
in order to have elect. service.
I want a hearing where
I can state my case
with my attorney. I
have enclose some documents
that might be of help.

Sang K. Kim

Sandy Hiser
6809 Stone Hill Road
Louisville, KY 40228

May 2, 1997

Louisville Gas and Electric Company
c/o Adjustment Department
P.O. Box 32020
Louisville, KY 40227

Dear LG&E,

On or about April 14, 1994, I requested service at 6809 Stone Hill Road be placed in my name. To the best of my recollection, it was in May 1994 that LG&E disrupted my electric service due to an overdue bill owed by Hiser Realty Company, Inc..

At that time, I went down to the office of LG&E at 9th and Broadway to attempt to straighten this mess up. Before the service would be turned back on, she required me to make a payment of \$1050.00 toward the delinquent account. I stated then as I do now, that I never had anything to do with the operations or obligations of Hiser Realty Company, Inc.. I never was a corporate officer, a member of the board of directors or a stockholder of this company. Not once did I receive the first bill during the time this service was in the name of Hiser Realty Company, Inc.. There was never a bill sent to me (Sandy Hiser), and I was never told that I was obligated for Hiser Realty Company, Inc. in any way. I explained all of this before I paid the \$1050.00 payment toward the account. But, I paid this because your representative stated that was the only circumstance that would get my service back on.

Ever since that day, I have lived under the constant threat that my service would be discontinued. All due to the delinquent amount of a corporation that I had nothing to do with. I did not agree to assume Hiser Realty Company, Inc.'s debt, and do not agree to do so now. It is not my fault that LG&E allowed a previous customer at this address to fall almost \$3000.00 in arrears.

I cannot live under this constant threat anymore. The mental anguish of knowing that at anytime you may show up to discontinue my service has taken enough toll on me. I can't stand the embarrassment of your large trucks showing up in front of my house, my children knowing they can't have company because you might show up, and the feeling that my neighbors know what's going on. I can pay what I owe, but cannot not pay another's bad debt.

I demand that you as soon as possible to the day that I placed the service in my hands. Charge for my usage since that date, and then give me credits for the amount I have paid, including the \$1050.00 I paid to get my service turned back on in May of 1991.

I believe you are wrong in this matter to hold me responsible for someone else's debt. I told your representative this before I was forced to make the \$1050.00 payment that I did not owe. We have been over this matter several times now on the phone. Just to keep my service on, you have forced me to make promises I cannot keep, although I do try. My anguish is real. You must give me some relief in this matter.

I feel bullied. Because you are big and I am small. You have the power to turn off my lights, and I seem to have no power. I can't go any further than this without legal representation, which will cost me more money. I have discussed this matter with an attorney. He tells me that I am right and you are wrong. I have spent one year considering my options. I don't believe your representatives have acted in good faith to force this debt on me. If nothing else will do, I will have to take legal action to protect myself from the constant threat of my service being discontinued.

Please take my case into consideration. I am sincere in pleading my side of this unfortunate situation, and need your help now to get this off my record.

Sincerely,

Sandra K. Hiser
6809 Stone Hill Road
Louisville, KY 40214

sh/SKH



Louisville Gas and Electric Company
P.O. Box 32000
Louisville, Kentucky 40232

Monday-Thursday
8 a.m.-6 p.m.
Friday 8 a.m.-6 p.m.
Phone: (502) 589-1444

Saturday Locations & Hours
701 South Ninth Street
4424 Outer Loop
8 a.m.-12 p.m.

A SUBSIDIARY OF

IGV ENERGY.

04/14/1994
Page 1
of 1

Account Number
6000152681001

Service Location
6809 STONE HILL RD

6000152681001
HISER REALTY CO
PO BOX 58068
LOUISVILLE KY 40268

FINAL BILL SUMMARY

TOTAL FROM FINAL BILL

2,919.44

TOTAL AMOUNT DUE

2,919.44

I do not
owe this. SICK

CUSTOMER INFORMATION

... SECOND NOTICE ...

YOUR FINAL BILL HAS NOT BEEN PAID.

PLEASE PAY SO WE CAN CLEAR YOUR ACCOUNT!

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER	PREVIOUS BALANCE INCLUDED IN TOTAL	AMOUNT TO BE PAID
6000152681001	2,919.44	2,919.44
OFFICE USE ONLY: 417 00333330 0333		AMOUNT PAID

Louisville Gas and Electric Company
P.O. Box 32000
Louisville, Kentucky 40232

HISER REALTY CO
PO BOX 58068
LOUISVILLE KY 40268

04/14/1994 SECOND

SERVICE LOCATION: 6809 STONE HILL RD

Commonwealth of Kentucky

OFFICE OF
SECRETARY OF STATE

FRANCES JONES MILLS
Secretary



FRANKFORT,
KENTUCKY

CERTIFICATE OF INCORPORATION

I, FRANCES JONES MILLS, Secretary of State of the Commonwealth of Kentucky, do hereby certify that Articles of Incorporation of

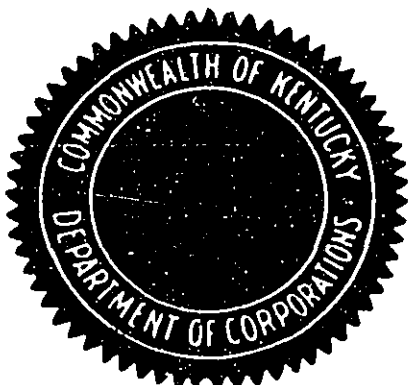
HISER REALTY COMPANY, INC.

whose initial agent for process is RENDALL R. HISER

8009 TERRY ROAD

and whose address is LOUISVILLE, KENTUCKY

duly signed according to law, have been filed in my office. I further certify that all taxes, fees and charges payable upon the filing of said Articles of Incorporation have been paid.



SECRETARY OF STATE

Given under my hand and seal of Office as Secretary of State, at Frankfort, Kentucky, this 25TH day of AUGUST, 19 80.

Frances Jones Mills
SECRETARY OF STATE

ASSISTANT SECRETARY OF STATE